

Five9 Receives 2009 Product of the Year Award Presented by Customer Interaction Solutions® Magazine

Five9 Cloud Computing Platform for Call Centers Honored for Exceptional Innovation

PLEASANTON, Calif. – February 8th, 2010 – [Five9](#) announced today that its Cloud Computing Platform for Call Centers has received a 2009 Product of the Year Award from [Technology Marketing Corporation's](#) (TMC®) Customer Interaction Solutions magazine, the leading publication covering CRM, call centers and teleservices since 1982.

The industry-first Cloud Computing Platform for Call Centers enables software vendors, systems integrators, call center consultants, developers and I.T. professionals to build native software integrations between Five9 on-demand call center software and other enterprise software applications. Five9 provides a robust set of Cloud Application Programming Interfaces (APIs) that can be used to extend Five9 capabilities and benefits to practically any business application. Call centers across a range of horizontal functions can integrate Five9's call center software to create unified agent desktops or build industry-specific solutions.

"I am pleased to honor Five9 for its hard work and success. Five9 has demonstrated excellence in call center technologies as well as providing ROI for the companies that use them," said [Rich Tehrani](#), CEO of TMC. "For 12 years, Customer Interaction Solutions magazine has been honoring innovative companies for their contributions in advancing technologies and application refinements," he added.

The [Cloud Computing Platform for Call Centers](#) is complemented by the Five9 Developer Program. By joining the program, application developers can gain access to a customer-grade development "sandbox" environment for the platform that supports full on-demand inbound and outbound call center capabilities, API documentation including code samples, and a dedicated developer support team.

"The Cloud Computing Platform for Call Centers and the Five9 Developer Program have rapidly gained industry acceptance since their introduction, and this award confirms the value of the platform to our customers, partners, and developer community," said Jim Dvorkin, CTO of Five9. "Developers and I.T. professionals are anxious to develop customized call center applications on our Cloud Computing Platform," continued Dvorkin.

The 12th Annual Product of the Year Awards winners will be featured in an upcoming issue of Customer Interaction Solutions magazine, www.cismag.com.

Powered by the largest engineering team in the on-demand call center software industry, Five9 continues to innovate and deliver to companies of all sizes sophisticated call center solutions quickly, and at a cost of ownership far lower than traditional premise-based solutions.

About Five9

Five9 is the leading global provider of on-demand [call center software](#) for telemarketing, customer service, and business continuity. The award-winning Five9 [Virtual Call Center](#) and [Predictive Dialer](#) serves customers of all sizes on five continents. Customers profit from Five9's reliable, robust functionality that is fast, easy, and affordable to deploy. For more information, visit www.Five9.com. Become a fan of Five9 at: www.Facebook.com/CallCenterSoftware

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